

Registration

March 5, 2012

Name	
Organization	
Address	
City	Zip
Telephone	
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Program Fee: \$95 Per Session

Please mail registration form with accompanying payment to:
The Institute for Healthcare Education at Menorah Park
27100 Cedar Road - Beachwood, Ohio 44122
Phone: 216-360-8216 / Fax: 216-378-4007

To register online or for addition seminar information.
Visit our website: www.menorahpark.org

Method of Payment:

Check Visa Master Card

Card Number

Name on Card Expiration Date

NOTE: Registration deadline is 3 business days prior to the program. Payment must be made in full prior to attending course. There will be a \$25 processing fee for all cancellations. No refunds will be given after registration deadline. Substitution of participants is permitted. Also, please note that The Institute for Healthcare Education is located within Menorah Park Center for Senior Living. Menorah Park is a kosher, Jewish facility. Your cooperation is requested in the observance of dietary laws, which require that no food or beverage be brought into the building. Thank you.

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The Institute for Healthcare Education
Menorah Park Center for Senior Living
Bet Moshav Zekenim Hadati
27100 Cedar Road - Beachwood, OH 44122
Questions? Phone (216) 360-8216 or Fax 216-378-4007

“EFFECTIVE LEADERSHIP” EDUCATIONAL WORKSHOP FOR FRONTLINE NURSES

March 5, 2012
8:30 – 12:15 pm

Approved for
3.0 BENHA Hours for Nurses & Administrators

PROGRAM AGENDA
“Effective Leadership”

8:15 A.M.-8:30 A.M.

Registration

8:30 A.M.-9:30 A.M.

Effective Listening and Communication Skills
(60 minutes)

9:30 A.M.-10:00 A.M.

Effective Skills to Manage Conflict
(30 minutes)

10:00 A.M.-10:15 A.M. - Break

10:15 A.M.-11:15 A.M.

Methods for Developing and Managing an Effective Team
(60 minutes)

11:15 A.M.-11:30 A.M.

Concepts for Implementing Effective Change
(15 minutes)

11:30 A.M.-12:00 P.M.

Characteristics of an Effective Leader
(30 minutes)

12:00 P.M.-12:15 P.M.

Question/Answers/Evaluations/Adjourn
(15 minutes)

Any continuing education approved by BENHA
can be accepted by the Ohio Board of Nursing in the State of Ohio.

Nurses may use this continuing education to meet their licensure requirements. Please refer to
Board of Nursing Continuing Education rules
4723-14-01 through 4723-14-19.

Activity Purpose:

To identify effective listening and communication skills including conflict resolution, team building, implementing effective change, and characteristics of an effective leader for frontline nurses.

Activity Objectives:

1. Identify effective listening and communication skills
2. Identify effective skills to manage conflict
3. Discuss methods for developing and managing an effective team
4. Describe concepts for implementing and being part of an effective change
5. Identify what personal characteristics one will work on to improve their leadership

Kathryn Costa, RN, BSN, MSA, is a noted educator specializing on nursing topics related to nurse management and resident care issues. Kathryn received her Masters of Science in Administration Health Services Administration from Central Michigan University, Mount Pleasant, MI, and her Bachelor of Science in Nursing from University of Akron, Akron, Ohio. Ms. Costa currently works with the Ohio Department of Health as an educator for their Technical Assistant Program.